

# Electronic Visit Verification (EVV) Town Hall Meeting

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

July 15, 2020

# Agenda

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- ❖ The 21<sup>st</sup> Century Cures Act
- ❖ Overview of EVV
- ❖ DMS EVV Program Overview
- ❖ Important EVV Information and Dates
- ❖ Introduction to Tellus, LLC
- ❖ Demo of the Tellus Mobile Application
- ❖ Question and Answer

# 21<sup>st</sup> Century Cures Act

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- ❖ The 21<sup>st</sup> Century Cures Act was signed into federal law on December 13, 2016.
- ❖ States are required to implement EVV for certain Medicaid waiver funded services.

# 21<sup>st</sup> Century Cures Act Continued

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The Cures Act requires the following, at minimum, to be electronically captured:

- ❖ Date of service(s);
- ❖ Location of service(s);
- ❖ Time the service(s) begins and ends;
- ❖ Identity of the person receiving the service(s);
- ❖ Identity of the person providing the service(s); and
- ❖ Type of service(s) provided.

# What is EVV?

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EVV is a technology that electronically captures visit information.

- ❖ Accurately verifies visit activity and services that provide assistance with ADLs/IADLs in home and within the community.
- ❖ Provides transparency using real-time data to improve health outcomes, operational efficiencies, and program integrity.
- ❖ Improves communications between agency providers and their caregivers who are providing care to participants in the community.
- ❖ Reduces Medicaid fraud, waste, and abuse.
- ❖ Expedites claims processing and provider payments.

# Waiver / Services Included

The following services are required to use EVV:

## Acquired Brain Injury

Companion (Traditional and PDS)

Personal Care (Traditional and PDS)

Respite (Traditional and PDS)

## Acquired Brain Injury Long Term Care

Community Living Supports (Traditional and PDS)

Respite (Traditional and PDS)

## Acquired Brain Injury Long Term Care

Community Living Supports (Traditional and PDS)

Respite (Traditional and PDS)

## Michelle P. Waiver

Attendant Care (Traditional and PDS)

Community Living Supports (Traditional and PDS)

Homemaker (Traditional and PDS)

Personal Care (Traditional and PDS)

Respite (Traditional and PDS)

## Home and Community Based

Attendant Care

Home and Community Supports

Non-Specialized Respite (Traditional and PDS)

Specialized Respite

# Benefits of EVV

## Waiver Participants

- ❖ Better health outcomes
- ❖ Better assurance of receiving services
- ❖ Ownership of care
- ❖ Flexibility for appointments and services

## Participant Directed Services (PDS)

## Employees

- ❖ More efficient timesheet processing
- ❖ Ensures timesheet accuracy
- ❖ Decreases timesheet errors
- ❖ Makes documentation easier

## Providers

- ❖ Paperless billing
- ❖ Better insight into direct service provider activity
- ❖ Enhances documentation
- ❖ HIPAA compliant messaging
- ❖ Billing automation
- ❖ Faster billing

# Project Deliverables and EVV Milestone Dates

Activity	Date
EVV Project Start Date	04/06/2020
Training Opens	10/1/2020
Provider Registration Opens	10/21/2020
Ready for Go Live Message to Providers	10/26/2020
System in Production - Pilot	11/9/2020
All Providers Go-Live	11/17/2020
All Providers Submit Claims Through Tellus EVV Portal	01/01/2021



# Future Town Hall Meetings

Event	Date	Time	Content
Town Hall Meeting 1	07/15/2020	<i>10AM – Noon EST</i>	Introduction
Town Hall Meeting 2	08/05/2020	<i>10AM – Noon EST</i>	Billing and Claims Process
Town Hall Meeting 3	08/19/2020	<i>10AM – Noon EST</i>	Registration/Training
Town Hall Meeting 4	09/02/2020	<i>10AM – Noon EST</i>	Go Live Preparation
Town Hall Meeting 5	09/18/2020	<i>10AM – Noon EST</i>	Open Q & A
Town Hall Meeting 6	10/14/2020	<i>10AM – Noon EST</i>	Go-Live and Open Discussion



# Introduction to Tellus

Joe Schnur – Sr. Account Manager

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## MOBILE APP



**USERS:** Caregivers and PDS Employees

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graph LR; A[Create Visit] --> B[Complete Visit]; B --> C[Billing];
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The diagram illustrates a three-step process flow. It begins with 'Create Visit', followed by 'Complete Visit', and ends with 'Billing'. Each step is represented by a green arrow pointing to the right, indicating a sequential flow from left to right.

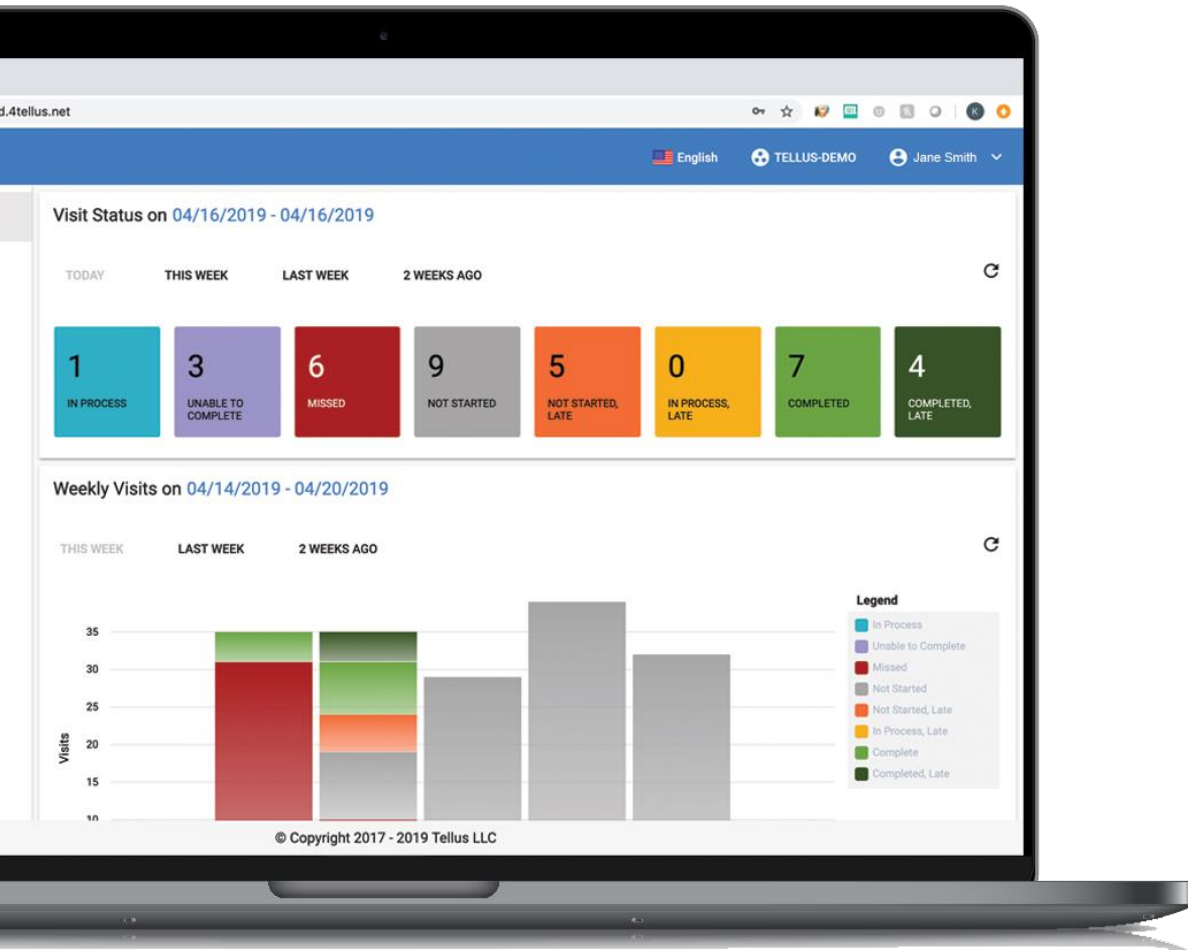
## ADMIN PORTAL



**USERS:** Provider Agencies and PDS FMA & cases managers

A comprehensive and flexible platform that goes beyond EVV mandates to  
**improve care, drive efficiency and speed reimbursements**

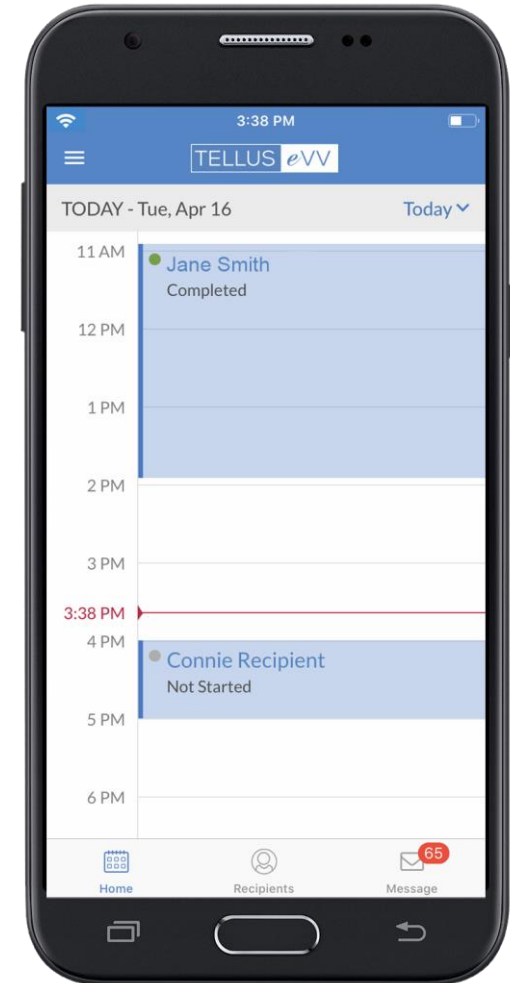
# Admin Portal



- Real-time Dashboard
- Scheduling
- Visit Maintenance
- Service Authorizations
- Claims Submission
- Provider Messaging
- Participant Profiles
- Provider Profiles

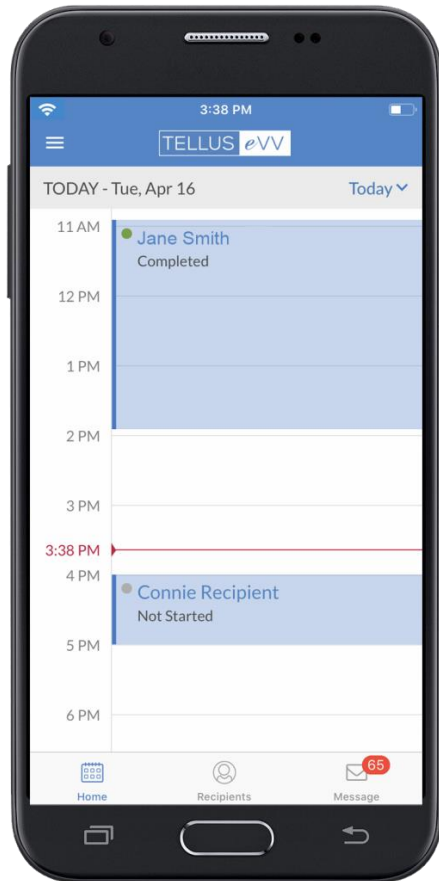
# Tellus EVV Mobile Application

- ❖ Works on smart phones and tablets
- ❖ Download from Google Play or Apple Store
- ❖ Offline mode allows visits to be completed when cell or Wi-Fi is not available
- ❖ GPS snapshot at start and end of a visit.  
DMS and Tellus do not track or record any location information outside these times.

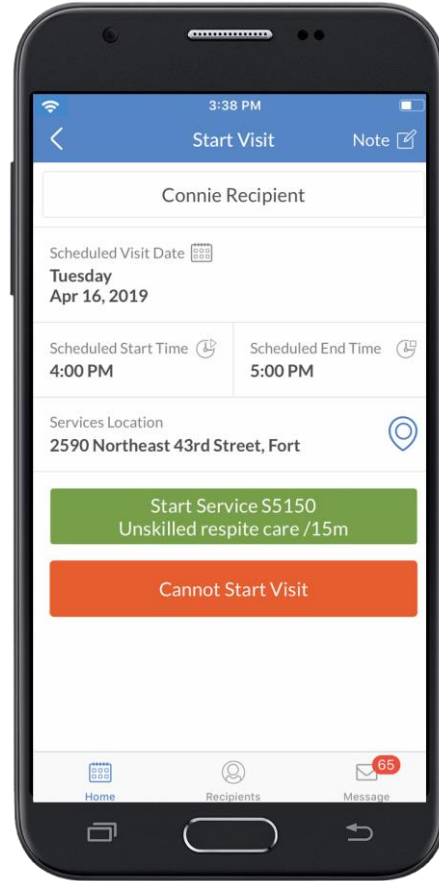


# Mobile Application

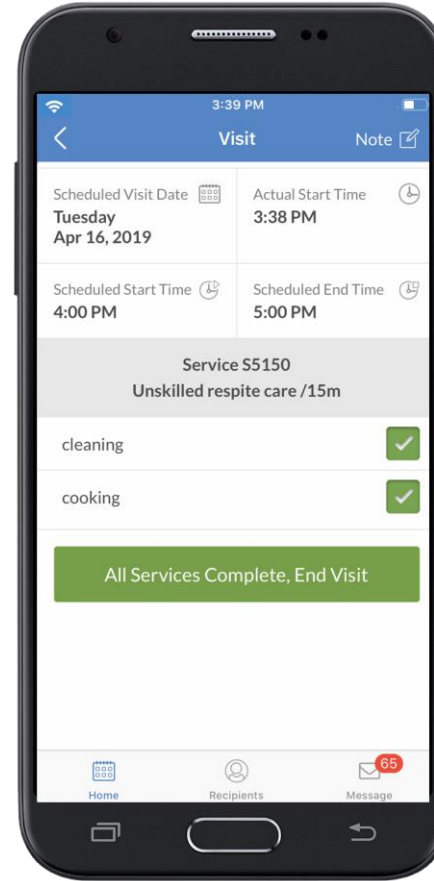
## Calendar



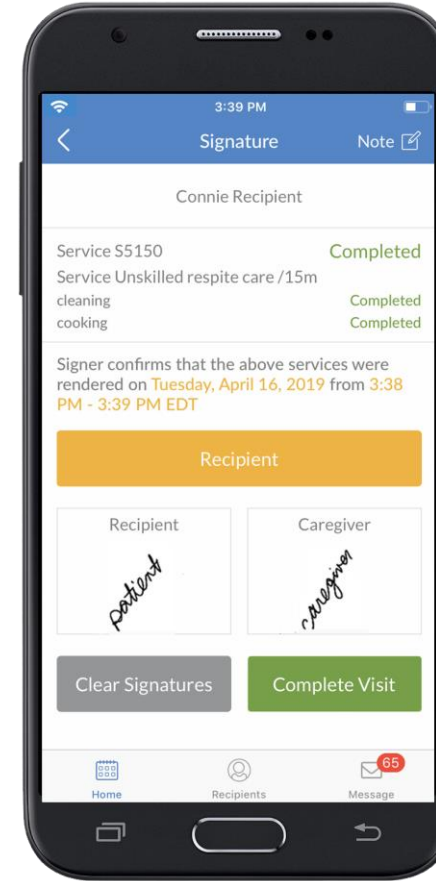
## Check In



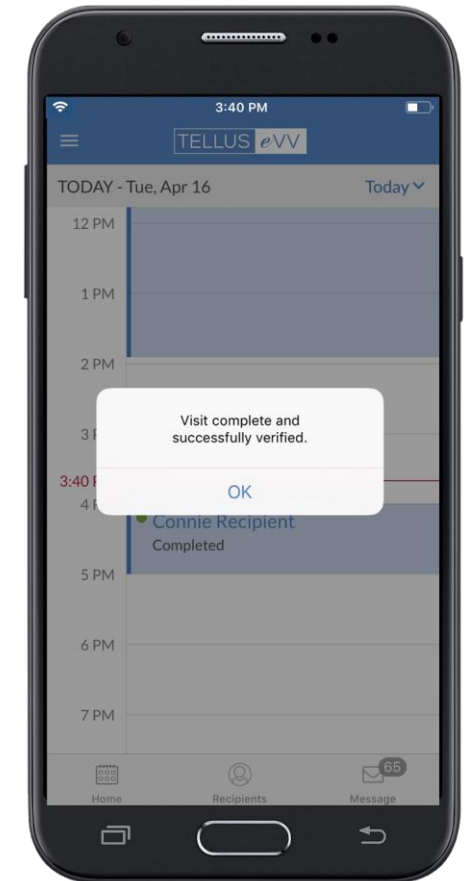
## Check Off



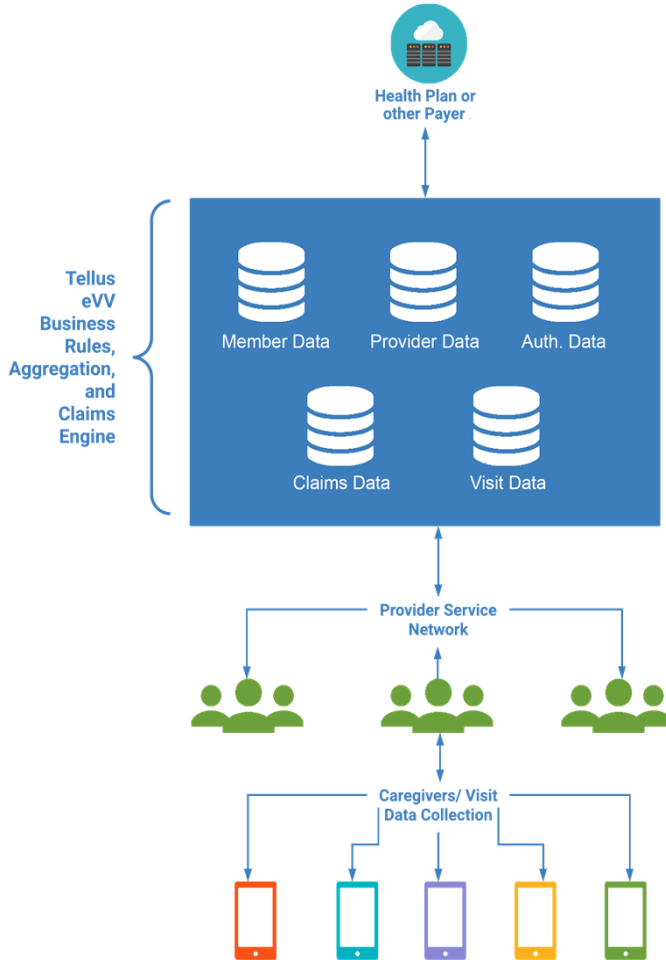
## Check Out



## Confirm



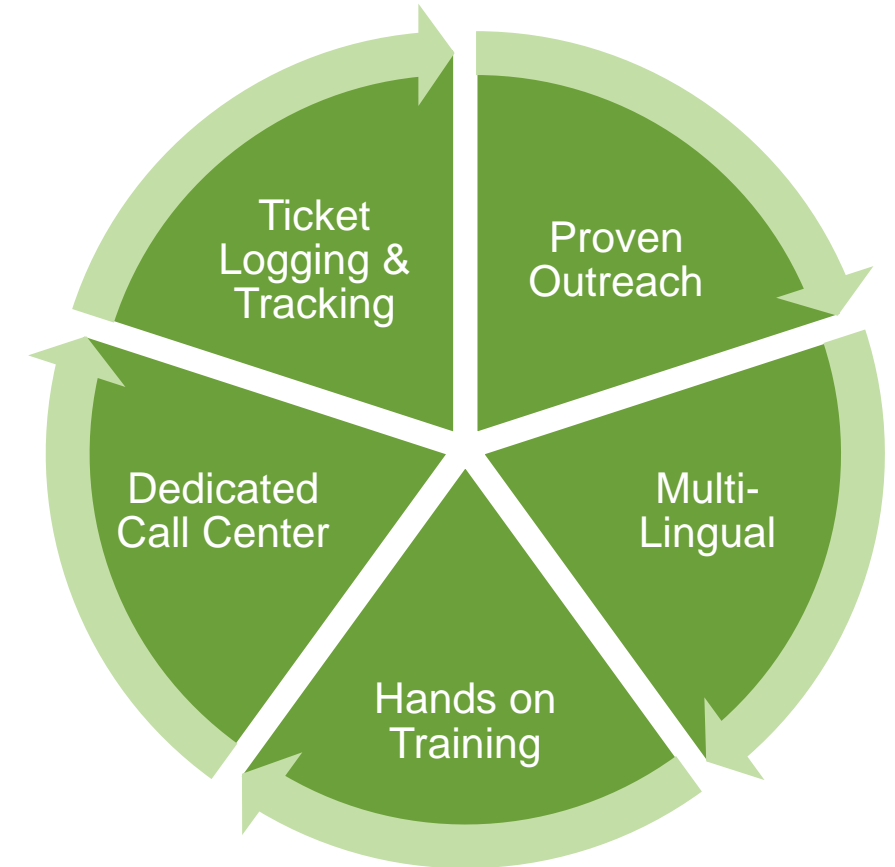
# Data Aggregation with 3<sup>rd</sup> party EVV Vendors



- ❖ Tellus will aggregate data from 3<sup>rd</sup> party EVV Vendors
- ❖ Tellus already has existing integrations with many 3<sup>rd</sup> party EVV Vendors
- ❖ Integrations are documented, automated and secure
  - Providers will be required to sign an attestation for CHFS saying their vendor is compliant
  - Vendors will be required to sign an attestation for Tellus saying their system is compliant
  - If you are working with a 3<sup>rd</sup> party EVV Vendor, please contact Tellus at [integrations@4tellus.com](mailto:integrations@4tellus.com) for information about integration and next steps.

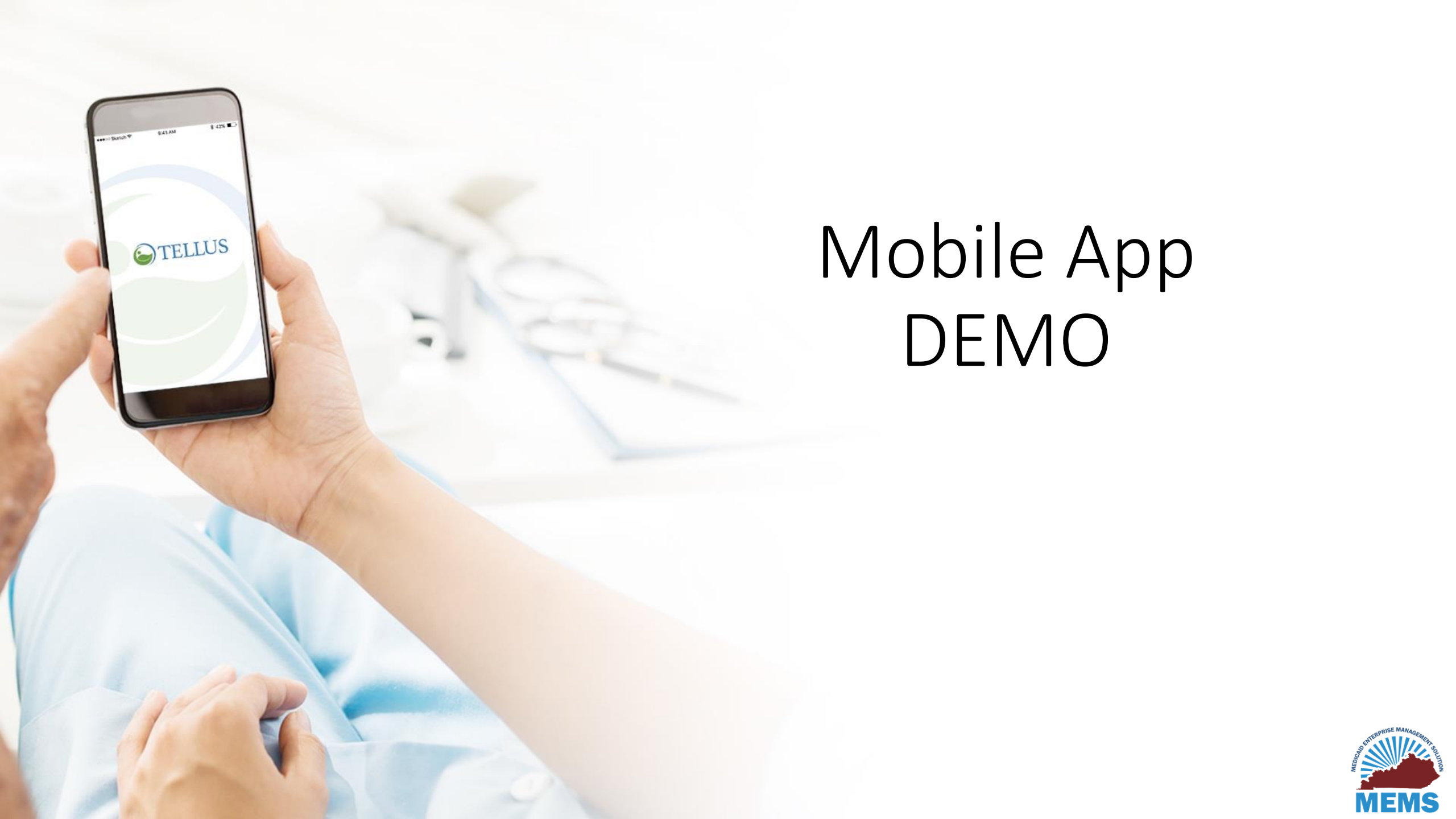
# Outreach, Training and Customer Support

- ❖ **Comprehensive Outreach and Training** program designed to communicate early, frequently and broadly for optimal adoption
- ❖ **Training** platform that's multi-media and multi-modal, removing barriers
  - Live interactive webinars
  - Online training and support portal with user guides, FAQs and video tutorials
- ❖ **Dedicated help desk** and multi-lingual customer service representatives to address questions and provide one-on-one support





# Mobile App DEMO



# Tellus Portal DEMO



# EVV Resources

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DMS EVV Webpage:

<https://chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx>

Tellus Website:

<https://4tellus.com/>

Tellus Integrations Email:

[Integrations@4tellus.com](mailto:Integrations@4tellus.com)

21 Century Cures Act:

<https://www.congress.gov/bill/114th-congress/house-bill/34/text>

# Training Dates

Mobile Application	Administrative Portal	Claims
10/6/2020	10/7/2020	10/8/2020
10/13/2020	10/14/2020	10/15/2020
10/20/2020	10/21/2020	10/22/2020
10/27/2020	10/28/2020	10/29/2020
11/3/2020	11/4/2020	11/5/2020
11/10/2020	11/11/2020	11/12/2020
11/17/2020	11/18/2020	11/19/2020
11/24/2020	11/25/2020	Holiday

These are the dates of Live Webinars. The webinars will also be recorded and available for viewing.



# ***Questions and Answers***



# Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)  
Department of Medicaid Services (DMS)  
Tellus